



# Word Anzac Regulatory Framework report 2023-24

## Regulatory overview

The Minister for Veterans' Affairs administers the *Protection of the word "Anzac" Act 1920* (Cth). On behalf of the minister, the Department of Veterans' Affairs (DVA) administers the Protection of the word "Anzac" regulations under the Act.

The regulations affect a small number of individuals and organisations each year. It's free for individuals and entities to apply to DVA for a permit to use the word 'Anzac' so there are no cost-recovery arrangements.

We've reported our regulatory performance under the Word Anzac Regulatory Framework (WARF) since 2022.

## Results

The Word Anzac Regulatory Framework includes one overarching key performance indicator supported by 6 performance measures. We set these measures in the WARF by following the 3 best-practice principles for good regulation adopted in the Australian Government *Regulatory Performance Guide* (RMG 128).

Measure	Description	Result
<b>Key performance indicator</b>	The Regulations do not unnecessarily impede the efficient operation of regulated entities, building trust and confidence in Australia's regulatory settings.	We received no complaints from members of the public or regulated entities about the Regulations.
<b>Measure 1</b>	Taking action to minimise the potential for unintended negative impacts of regulatory activities on regulated entities or affected supplier industries and supply chains, including regularly examining the end-to-end process for regulated entities to see where enhancements can be made.	We documented the supply-chain effect of a permitted good and communicated that to our staff to help prevent the unintended negative impacts on small businesses operating further along the supply chain.

## Permits

- 82 applications received and processed (19 more than last period), of which 41 were approved, 4 declined, 5 withdrawn and 33 did not need approval.
- 40 permits issued, of which 10 also had permits to import 'Anzac' goods.

## Compliance

- Zero complaints received about the Regulations or our regulatory process.
- 66 complaints and tip-offs received and investigated about potential breaches of the Regulations.
- 32 compliance actions, but no civil or criminal sanctions required.

Measure	Description	Result
<b>Measure 2</b>	<p>We collect evidence of procedural fairness, being responsive and accessible by providing guidance and information that is clear, up-to-date and accessible, including:</p> <ul style="list-style-type: none"> <li>processing 90% of applications within 4 weeks</li> <li>responding to 100% of correspondence within 7 days</li> <li>engaging procedural fairness processes for 100% of potentially adverse findings.</li> </ul>	<p>Our register regulatory activities shows:</p> <ul style="list-style-type: none"> <li>84% of applications processed within 4 weeks of receipt (target not met due to executive-level capacity constraints)</li> <li>100% of correspondence responded to within 7 days (target met)</li> <li>100% of permit applications likely to have negative outcomes underwent procedural fairness processes (target met).</li> </ul>
<b>Measure 3</b>	<p>Adopting a whole-of-system perspective and continuously analysing and improving performance, capability and culture, where possible, to reduce the costs of compliance for those it regulates.</p>	<ul style="list-style-type: none"> <li>We continued to provide permits free of charge to regulated individuals and entities.</li> <li>We've been monitoring our system, collecting evidence and collating ideas for a review of the Guidelines.</li> </ul>
<b>Measure 4</b>	<p>Conducting environmental scanning, sharing intelligence through cross-agency regulatory activity and cross-border regulatory activity.</p>	<ul style="list-style-type: none"> <li>We maintained regular contact with: <ul style="list-style-type: none"> <li>.au Domain Administration (auDA) about all top-level domains (.au) and new domains with the term 'anzac'</li> <li>Australian Border Force to prevent 'Anzac' good imports without a permit</li> <li>Department of Defence brand managers to share information about misuse of Defence emblems and the word 'Anzac'.</li> </ul> </li> <li>We asked auDA to intervene once so the domain names of regulated entities were not de-registered, disrupting their business.</li> </ul>
<b>Measure 5</b>	<p>Proactively communicating with peak bodies to seek their help in ensuring regulated entities understand their obligations under legislation.</p>	<p>We posted reminder letters to peak bodies of relevant industries and major sporting codes to draw attention to protecting the word 'Anzac' in February 2025.</p>
<b>Measure 6</b>	<p>Proactively communicating with the community about the Regulations.</p>	<p>In the lead-up to Anzac Day 2024, we used the DVA Facebook, DVA website and Anzac Portal to raise community awareness about protecting the word 'Anzac'.</p>

## Questions?

Contact our regulatory team by email [Use.of.the.word.Anzac@dva.gov.au](mailto:Use.of.the.word.Anzac@dva.gov.au) or phone DVA on 1800 838 372 (1800 VETERAN)